

**DELAWARE DEPARTMENT OF JUSTICE
JOB OPENING**

Opening Date: February 16, 2021

Closing Date: Until Filled

**RECEPTIONIST
Fraud & Consumer Protection, Consumer Mediation Unit
New Castle County**

Job Responsibilities and Duties:

This position is the Receptionist for the Fraud and Consumer Protection Division of the Delaware Department of Justice and duties will also include other clerical and administrative functions such as typing, filing, copying, collating information, outreach preparation and other duties as assigned for the Consumer Mediation Unit. The primary duties are to answer and transfer a high volume of telephone calls and emails that come into the Fraud & Consumer Protection Division's Consumer Protection hotlines. The expectation is for the Receptionist to professionally greet guests, process unit mail, scan documents, and accurately enter consumer data in the case management system which is customized for the Consumer Mediation Unit. This position is expected to take accurate messages, forward telephone calls to the appropriate person(s) or other Division(s) and return telephone calls to consumers when appropriate. This position is relied upon to respond to general questions about the Delaware Department of Justice and the Fraud and Consumer Protection Division.

Minimum Qualifications:

- Must be detail-oriented.
- Must be able to work effectively and efficiently in managing multiple priorities in an extremely fast-paced work environment.
- Must be well organized and proficient in Microsoft Word office suite.
- Must have excellent verbal and written skills; excellent spelling, grammar and proofreading skills.
- Must be able to answer telephones and take accurate messages.
- Must have excellent communication skills.
- Must have a working knowledge of proper professional reception practices and procedures, including eliciting/disseminating routine information.

Internal Delaware Department of Justice Applicants: Please submit an updated Resume or summary of work experience to the Director of Human Resources.

**External Applicants: Please submit Resume and the Delaware Department of Justice Application (please see link): <http://attorneygeneral.delaware.gov/executive/hr/job-application/>
OR External Applicants can mail Resume and the Delaware Department of Justice Application to: Delaware Department of Justice, Human Resources, 820 N. French Street, 6th Floor, Wilmington, DE 19801, OR E-mail to: DOJHR@delaware.gov OR Fax to: 302-577-5866. EOE.**